

The Thinking Environment

- Everything we do depends for its quality on the thinking we do first.
- Our thinking depends on the quality of our *attention* for each other.
- Thinking at it's best is not just a cool act of celebration. It is a thing of the heart
- A *Thinking Environment* is a set of ten conditions under which human beings can think for themselves– *with rigor, imagination, courage and grace.*

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The Thinking Environment

- Listening of this caliber ignites the human mind.
- Between you and a well spring of good ideas is a limiting assumption. The assumption can be removed with a *Incisive Question.*
- *Incisive Questions* increase the functional intelligence of human beings
- A thinking environment is natural, but rare.

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The Thinking environment

- A *Thinking Environment* has been squeezed out of our lives and organizations by inferior ways of treating each other.
- Organizations, families and relationships can be *Thinking Environments* again, where good ideas abound, action follows and people flourish

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Understanding Incisive Questions

- When High-Quality listening is not enough
- The quality of attention people give to each other is crucial, but even when listening is done well, for all its power, it was not quite enough.
- Something else is needed, something that could take the "thinker" past "blocks" that expert attention alone has not been able to dislodge.

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Incisive Questions

- When doing this process the blocks discovered are almost always judgments/assumptions being made by the "thinker" who is unaware that the judgments/assumptions were being seen a truth.
- The process to correct this has been was found to have something to do with how we ask questions.

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Incisive Questions

- The questions are called "incisive" because it cuts cleanly into the assumptions, making a finely placed incision, and removes it.
- This type of "thinking" or "questioning" leaves in it's place a new, freeing assumption, a truth based on a positive philosophical choice.
- And suddenly the thinking of the person or the thinking about a person is released!
- New ideas seem to come from nowhere!
- An Incisive Question is precise, carefully and logically formed and sets up the conversation for more truth and creativity to occur---for both the person and listeners.

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Incisive Questions Contribute to a Thinking Environment

1. **Attention** –Listening with respect, interest and fascination
- 2 **Incisive Questions** –Removing assumptions that limit ideas
3. **Equality**– Treating each other as thinking peers
Giving equal turns and attention
Keeping agreements and boundaries
4. **Appreciation** – Practicing a five to one ratio of appreciation to criticism
5. **Ease** – Offering freedom from rush or urgency

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Thinking Environment

6. **Encouragement** –Moving beyond competition
7. **Feelings** – Allowing sufficient emotional release to restore thinking
8. **Information** – Providing a full and accurate picture of reality
9. **Place** – creating a physical environment that says back to people, 'YOU MATTER.'
10. **Diversity** – Adding quality because of the difference between us

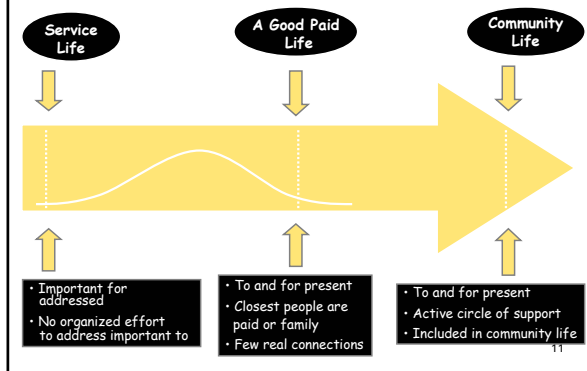
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Help people get better lives

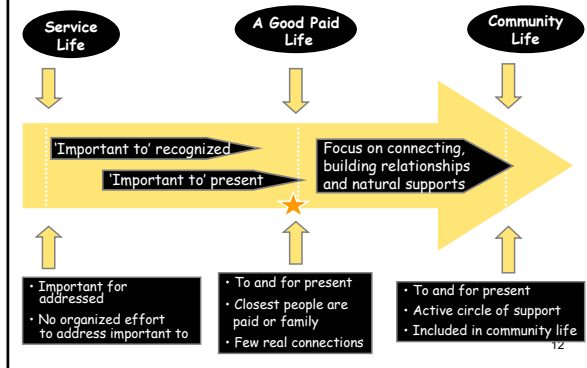
***Not just better
plans...***

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Moving from Service Life to Community Life



Moving from Service Life to Community Life



Person Centered Thinking is a Set of Promises

A Promise to listen

- to listen to what is being said and to what is meant by what is being said
- to keep listening

A Promise to act on what we hear

- to always find something that we can do today or tomorrow
- to keep acting on what we hear

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Person Centered Thinking is a set of promises

A Promise to be honest

- to let people know when what they are telling us will take time
- when we do not know how to help them get what they are asking for
- when what the person is telling us is in conflict with staying healthy or safe and we can't find a good balance between important to and important for

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